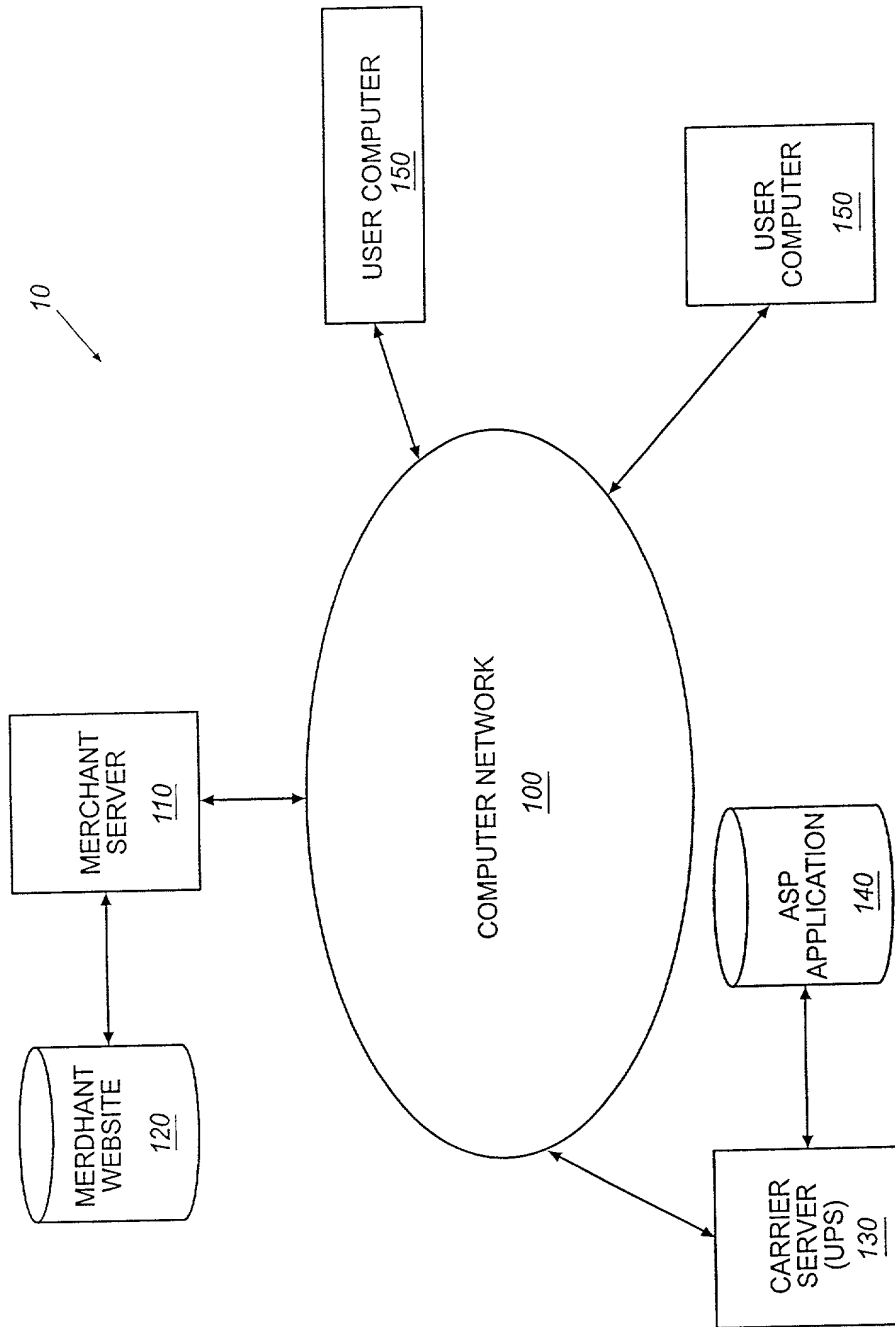


CURRENT RETURN PROCESS

**Fig. 1**



**Fig. 2**

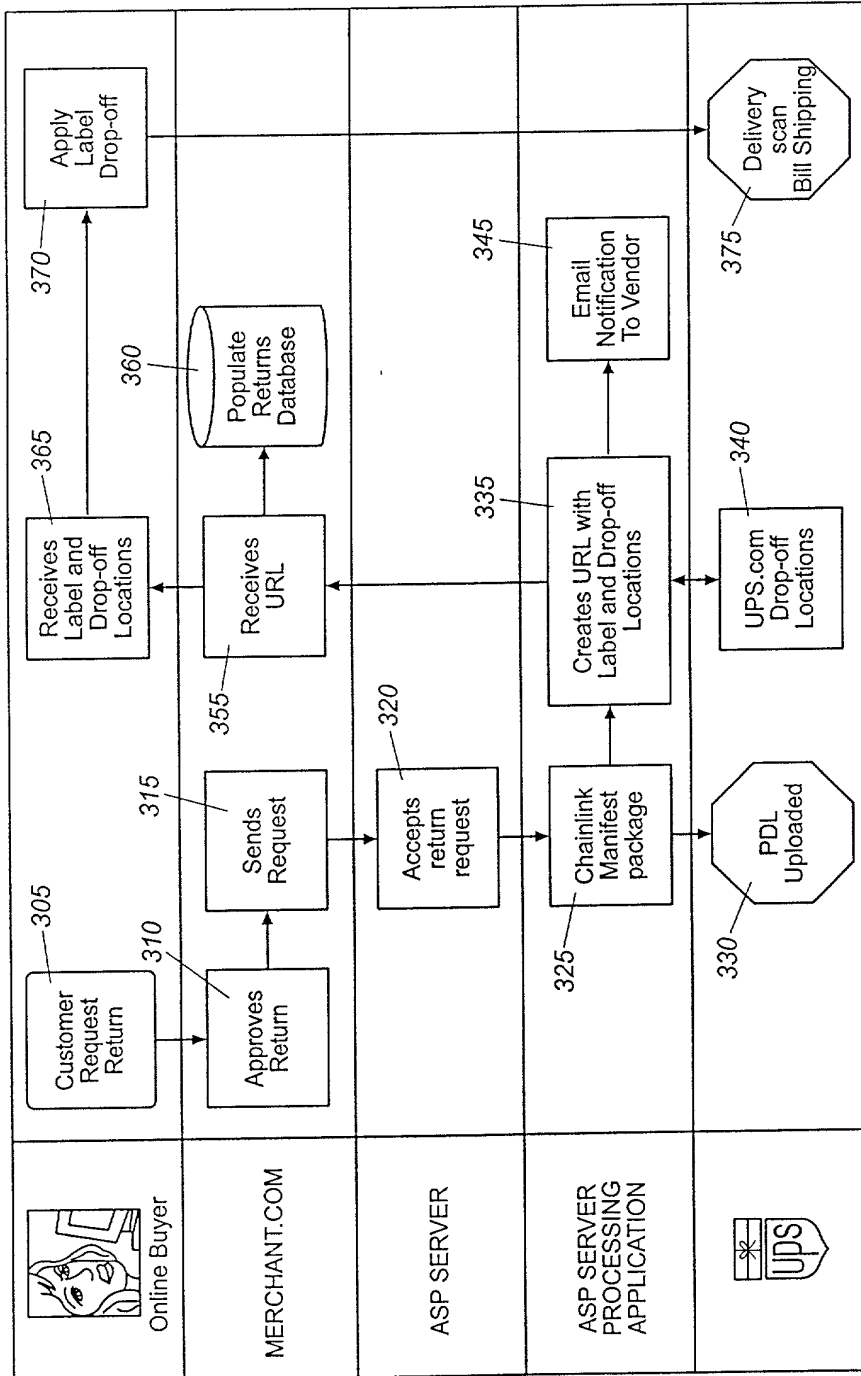
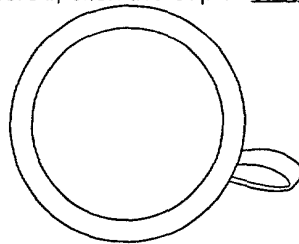


Fig. 3

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☞Welcome☞

If you've already registered, click the cup to enter the store.



If you are new to Volcano Coffee, you may register now.

---

The Best Coffee on the Web.

The names of companies, products, people, characters, and/or data mentioned herein are fictitious and are in no way intended to represent any real individual, company, product, or event, unless otherwise noted.

**Fig. 4a**

☞Welcome☞

Welcome back!

To start, enter your e-mail password then click the "continue" button.

E-Mail   
Password

---

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**Fig. 4b**

## ~ HISTORY ~

Store  
Directory

Search

View  
Basket

Checkout

Returns

Although Volcano Coffee has been business for only six years, it grew from a vision that was 90 years in the making. Bianca Fiorito, the great granddaughter of Anthony Patricelli, an Italian immigrant to Africa, had grown up watching, listening and learning the ways of planting, picking and brewing coffee beans. It had been her great grandfather's skill of survival, her grandfather's trade by birth, and her father's vision to one day own a specialty coffee shop of his own.

Those years represent a wealth of knowledge that allowed Bianca to make that dream for her family come true six years ago when she opened up the first Volcano Coffee in Seattle, Washington. Since then, she, along with her father Angelo and grandfather Salvator, has succeeded in opening 15 more stores in the Pacific Northwest. With three generations of collective expertise behind her, she hopes to carry on the traditions of excellence that were instilled in her so long ago.

You can check on the status of your existing orders or select one of these option...

 Goto  
Directory

 To Products  
Page

---

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**Fig. 4c**

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## PRODUCTS

Store  
Directory

Search

View  
Basket

Checkout

Returns

Returns

Please select the Order Number that contains the item(s) to return from the list on the right.

123456
789012
654321
987654
112233

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**Fig. 4d**

## PRODUCTS

Store  
Directory

Search

View  
Basket

Checkout

Returns

Click on each Item you wish to return.

Description	Quantity	Item Number
Potbellied Teapot	2	987654-28
Irish Creme	1	987654-7371
Grinder	3	987654-VC07
Volcano Sweatshirt	1	987654-VC42
Mezzana Blend	1	987654-6357

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**Fig. 4e**

PRODUCTS

Click on each item you wish to return.			
Description	Quantity	Item Number	
Potbellied Teapot	2	987654-28	
Irish Creme	1	987654-7371	
Grinder	3	987654-VC07	
Volcano Sweatshirt	1	987654-VC42	
Mezzana Blend	1	987654-6357	

Items Being Returned				
Item	Quantity	Damaged	Incorrect	Yucky!
987654-28	<input type="text" value="2"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="button" value="Submit Request"/>				

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Fig. 4f

UPS DRIVER INSTRUCTIONS YOU ARE AUTHORIZED TO  
ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD

**A.R.S.**

FROM: Name: John Jones RMA#W21523

Street: 1212 Anystreet

215 City: Anytown State: OK ZIP Code: 74043

SHIP TO: SPIEGEL  
4557 FISHER ROAD  
COLUMBUS OH 43291-2222

220

(H20) SHIP TO POSTAL CODE

225

240

235

(420) 49291-2222

**UPS GROUND**

245

TRACKING #: 1Z 318 2W4 06 8717 2977

250

255

UPS Authorized Return Service 01190f18 10723

REF#: Ground A.R.S. Tracking Number ORDER HDATE  
1Z 816 2W4 06 8717 297 7

200

**Fig. 5**



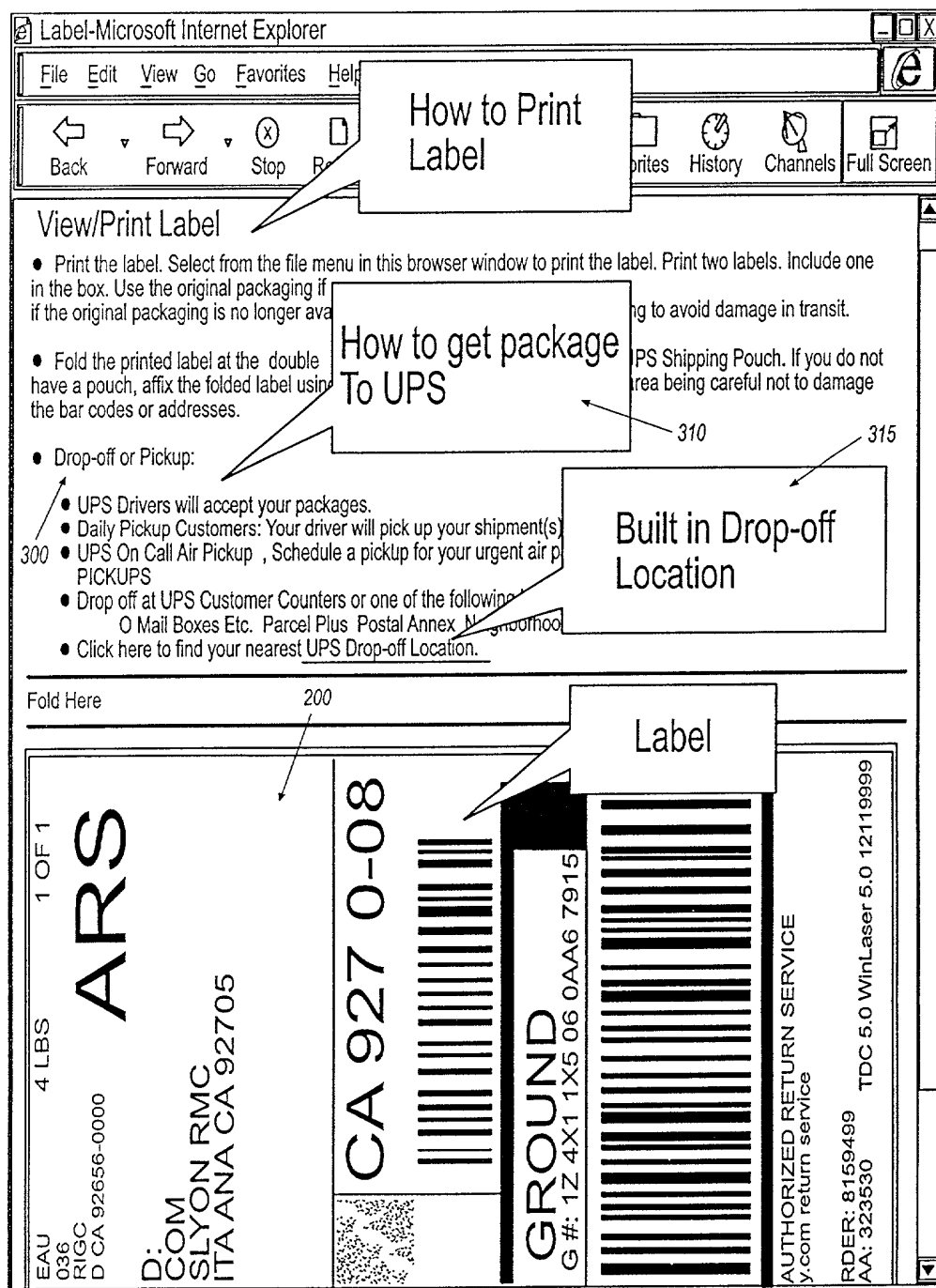


Fig. 6

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Label-Microsoft Internet Explorer

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Full Screen

Controls to the right

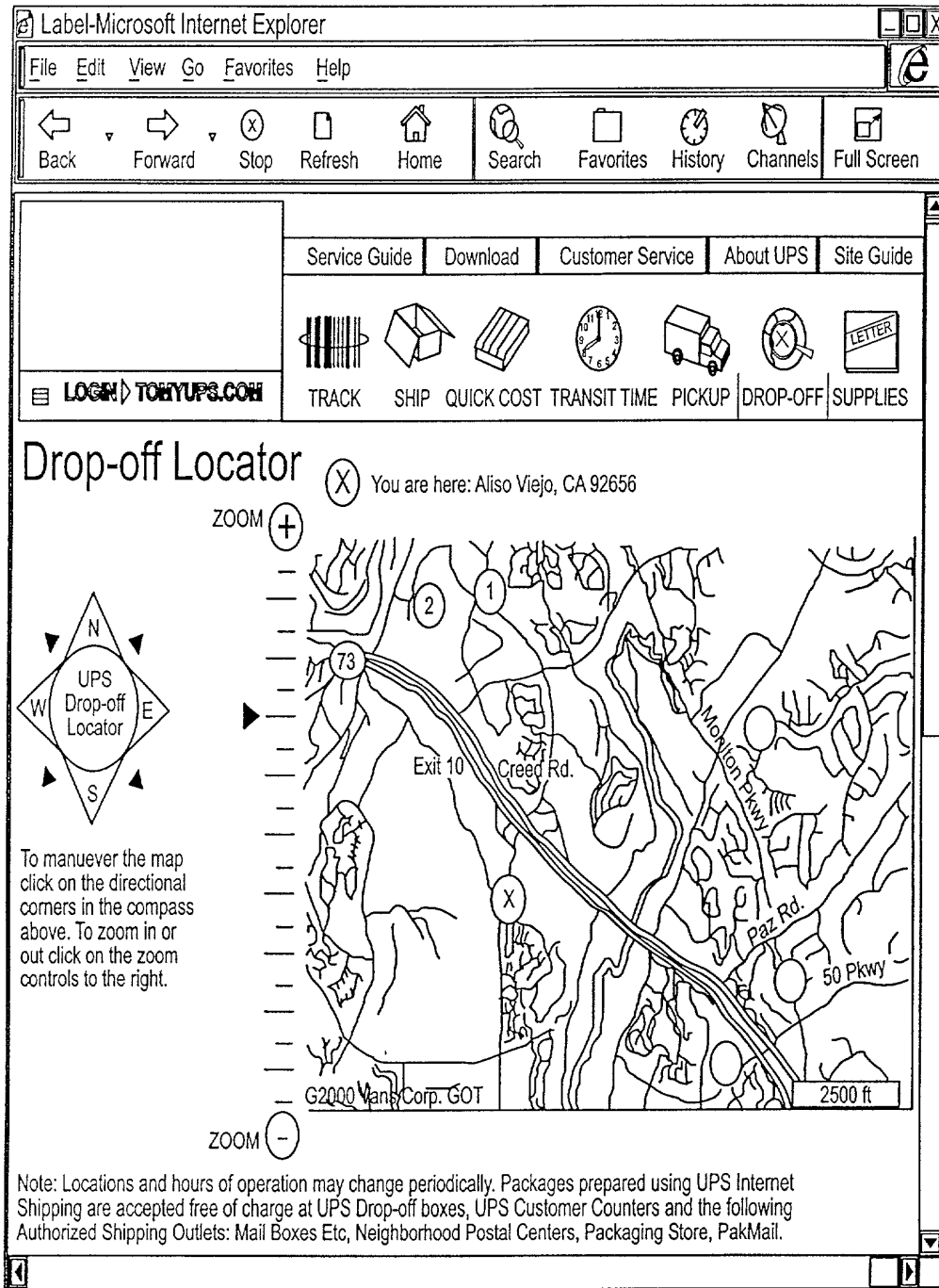
Note: Location and hours of operation may change periodically. Packages prepared using UPS Internet shipping are accepted free of charge at UPS Drop-off boxes, UPS Customer Counters and the following Authorized Shipping Outlets: Mail Boxes Etc., Neighborhood Postal Centers, Packaging Store, PakMail Parcel Plus, Postal Annex, and PostNet. For all other locations please call to confirm acceptance of UPS Internet Shipping packages and hours of operation.

Show Directions	Location Type	Name Address	Weekday Latest Drop	Phone Number	Distance Miles
1	355 Authorized Shipping Outlet			714-448-7300	0.81 miles
2	390 Customer Counter	UPS CUSTOMER COUNTER 22 BROOKLINE DRIVE ALISO VIEJO CA, 92656	8:00 AM to 7:00 PM	1-800-PICK UPS (1-800-742-5877)	0.83 miles
3	380 Authorized Shipping Outlet	THE PHOTO LAB 27261 LA PAZ #D ALISO VIEJO CA, 92656	9:00 AM to 7:00 PM	714-831-2176	1.2 miles
4	380 Authorized Shipping Outlet	AIM MAIL CENTER 25602 ALICIA PKWY LAGUNA HILLS CA, 92653	9:00 AM to 6:00 PM	714-580-0228	1.2 miles
5	380 Authorized Shipping Outlet	MAIL BOXES ETC, USA 27068 SIA PA7	8:30 AM to 5:00 PM	714-831-7933	1.3 miles

Detail information on Drop-off location

Fig. 7

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**Fig. 8**